

PLAIN TALKS

August-September 1989

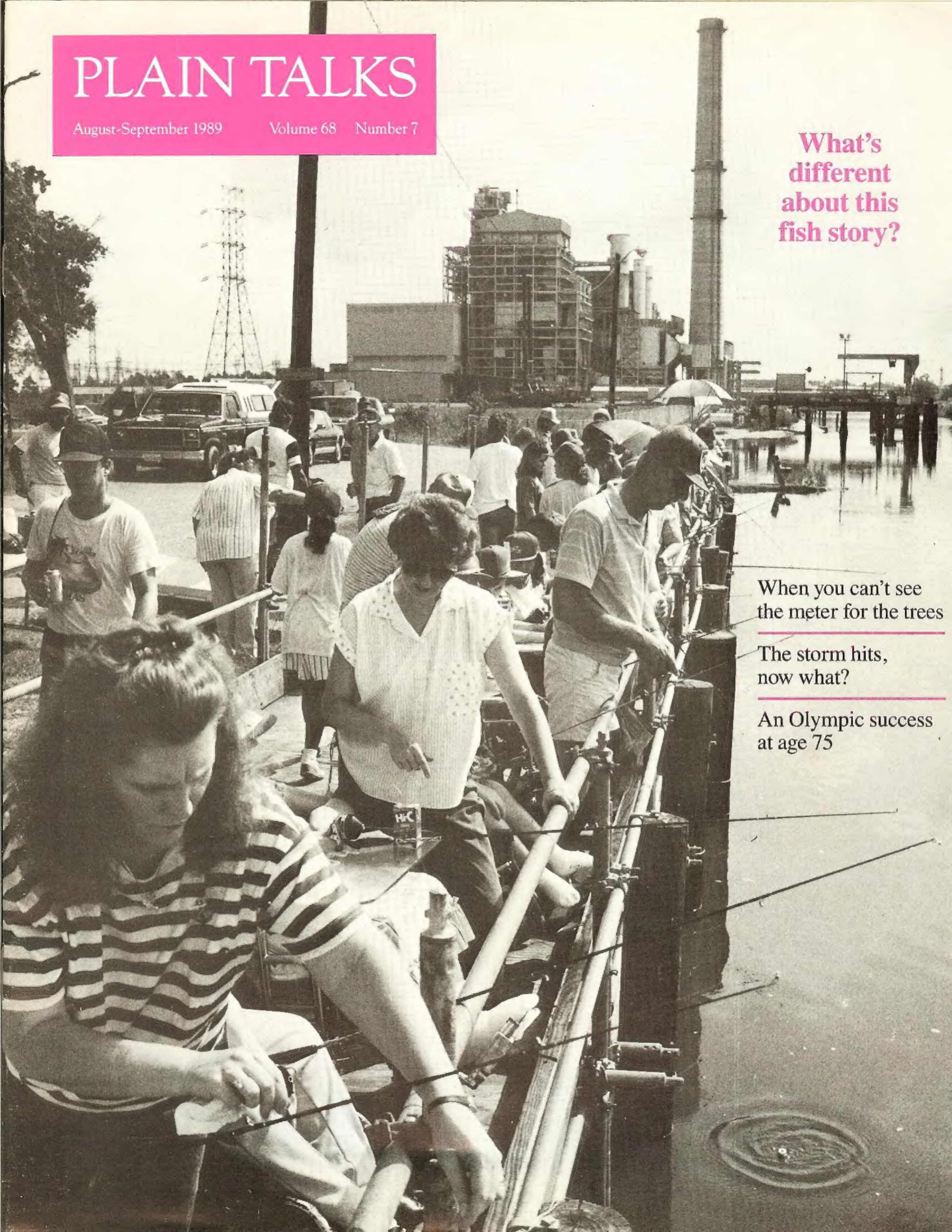
Volume 68 Number 7

What's
different
about this
fish story?

When you can't see
the meter for the trees

The storm hits,
now what?

An Olympic success
at age 75



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About the cover

Port Arthur Division and Sabine Station employees assist students from the Hughen Center for Physically Handicapped Children in a fishing rodeo sponsored by employees at the SPARC club grounds (pages 8-9). Photo by Scott Harper.



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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in the Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.

Summer safety beats the heat



Left to right, at Sabine Station, Mike Kolbus, plant superintendent; Team Captain Dick Larch, planning supervisor; Mike Case, safety & health representative; Team Captain Horace Taylor, operation supervisor; and Team Captain Jewel Merchant, general maintenance supervisor watch as Secretary Brenda Benoit, official contest scorekeeper, tallies the points.

story and photo by Scott Harper

Summer time is traditionally a time for fun. Kids are out of school, families go on vacation and friends and neighbors stay outside to take advantage of the long days. For Gulf States, the summer months are the major accident time of the year due to an increased work load, a decreased work force as a result of vacations and the high heat and humidity that accompany summer.

To promote safety consciousness during this accident-prone season, the Occupational Health and Safety Department is coordinating a summer safety contest. "We're doing it to increase safety awareness," says Mike Durham, manager-occupational health and safety, Beaumont. "We need to keep safety in the minds of employees."

Durham says the different divisions and power plants have organized into teams to compete against one another. The winning team in each division and power plant wins a cookout in October.

Several safety representatives throughout the system comment about the contest:

"We've divided into five teams and they're running pretty close," says Ray Creel in Baton Rouge Division. "I believe the contest is doing what it is supposed to do. I hear the employees talking about safety and that's good."

Bill Tholborn, Lake Charles Division, agrees, "The contest is

keeping safety and awareness in people's minds."

Alan Levine, Nelson Coal, says each plant has teams competing against each other. "We've added the incentives to the contest where positive points are awarded for things such as safety slogans," says Levine.

"When an infraction occurs, I don't tell who did what wrong, I just tell what the infraction was. The people who did it know who they are," says Wayne Barnett, who has five teams competing in Port Arthur Division. "There's a lot of meat to the program. The people are more aware of their mistakes."

Mike Case is coordinating the contest at Sabine Station and Lewis Creek. Sabine Station has five teams competing. "The contest is working out real good," says Case. "There's a lot of competition and employees are really paying attention to safety."

Case says it was difficult to divide into teams at Lewis Creek with 40 employees. "At Lewis Creek, everyone wins or everyone loses." Case believes the contest makes people more aware of the GSU Accident Control Manual because they must know the rules.

The five teams at River Bend have been very active. "We've had a very positive reaction by all team members," says Mike High. "The team steering committees have done an excellent job enhancing

employee involvement in the contest."

Teams have achieved incentive points by organizing poster contests, safety debates, safety quizzes, team safety inspections and small group safety meetings.

"Winning the cookout was an incentive to score high in the beginning," says High. "But, as the contest went on, the real importance of health and safety both on and off the job became more apparent."

A safety contest was not that new to Western Division, says Jim McGrew. "We already had a contest in place." Twice a year, districts with the lowest number of infractions during a six-month period are awarded the Vice President's Award. "We get a lot of mileage out of this program," says McGrew.

According to R.L. Grubbs, the competitive spirit is high in Beaumont Division. "We have 11 teams with each district forming a team and they're all trying hard to win."

Grubbs feels the contest is a good way to raise the level of safety awareness. "No one hurts themselves intentionally," says Grubbs. "It's a matter of awareness."

Durham concludes, "The contest is not the solution to all safety problems, but it helps. It's proactive and encourages a good mental attitude toward safety."

Gathering forces to meet the storm



Mark Thompson, substation mechanic-1st class, Beaumont, his dad, Ray Thompson, supervisor-safety & health/Texas, and some family and friends caught more than fish on a June camping trip to Sam Rayburn Lake in East Texas. This tornado was one of three they were able to see from their campsite. This same storm system moved into Louisiana and dropped several tornadoes in Baton Rouge causing extensive damage.

by Robert Adams

When you see winds lay pine trees flat or endless rain fill underpasses to the brim, you could be experiencing a Gulf Coast storm.

Last June, tornadoes spinning through Baton Rouge destroyed property, including GSU's equipment. Our repair costs exceeded \$800,000.

Then in August, Hurricane Chantal pushed ashore near High Island, impacting the western edge of the Beaumont Division. The bill for repairs approached \$450,000.

In both cases, as in many other extensive outages caused by storms, work crews from less affected areas of GSU traveled to the stricken sites to help with restoration.

Bill Richard, operations manager, says the plans to deal with a storm's aftermath begin early - sometimes days before its arrival.

First, division operating superintendents, neighboring utilities and contractors are contacted to determine the availability of crews to help in a disaster. Each division has a storm plan that allows its "maximum effort" of crews to support other divisions in large outage situations. Usually a division can let about one-third of its crews travel to another location to help restore

service in an emergency.

Having a plan in place lets a division respond quickly when asked to move crews. The plans are reviewed twice a year, adds Richard.

Several factors influence the decision to move crews. Some weather, such as a cold front,

"When we knew Chantal was approaching the Winnie area, we notified Baton Rouge to be ready to move."

Bill Richard

moves quickly from west to east. It may affect the western part of the service area first. "We would be reluctant to send help from east to west because the eastern end of the service area may yet be affected by the storm," says Richard. On the other hand, hurricanes usually travel northwest and give more time to prepare.

In June, after the tornadoes rushed through Baton Rouge, Richard says crews moved from the Lafayette area to help in the resto-

ration. Then, little more than a month later, GSU prepared for a hurricane.

"When we knew Chantal was approaching the Winnie area, we notified Baton Rouge to be ready to move," says Richard. At first, he planned to send the crews to Port Arthur, as it looked to be the area that would be hardest hit.

"It turned out that Port Arthur received little damage, so we told the crews to begin to head to Jennings and wait for instructions," says Richard.

When Chantal moved ashore on Tuesday, Aug. 1, Richard knew where he needed the crews. "We knew we needed them in the western end of Beaumont Division," he says. "They never even stopped in Jennings."

Later that day, Lake Charles sent crews to help New Caney. They all returned home on Thursday.

On the following page, pictures show the combined efforts of our employees, working together to restore service to areas hard hit by storms.



Lafayette crews in Baton Rouge prepare to go to work on storm damage. All storm damage photos taken by Joe Reine.



Center left, Relief crews from Lake Charles work on poles at Stauffer Chemical Company in Baton Rouge. Above, the Baton Rouge line department works with tree trimmers on Harding Boulevard. Left, Lafayette crews at work in a Baton Rouge subdivision.

Faster billing, faster payment

story by Scott Harper
photos by Ann O'Neill

When the 1966 TV show "Star Trek" began, we marveled at the futuristic gadgets and inventions they used in outer space. That level of technology seemed almost unattainable. Today, space, the final frontier, is visited regularly by manned-flights on the space shuttle and technology advances at a faster rate day after day. We are living in a high-tech world.

The utility industry has felt the effects of new technology, too. Gulf States recently began using the automated clearing house

(ACH) application of electronic funds transfer as a means of bill payment with an industrial customer. Electronic funds transfer (EFT) is a process where financial data is transmitted electronically or on computer tape.

"The data transmitted is the information found in the micro encoding at the bottom of your check," says Lloyd Whittington, short-term finance supervisor, Beaumont. "That encoding provides the check number, the bank identification and account number and the dollar amount. It's all transmitted electronically; there's no paper involved."

Beginning in July, the Colonial Pipeline Company (CPC), an industrial customer with 11 meter points in the GSU service area, started paying its utility bill by EFT. CPC is a company that moves product from Houston to the New York area with 11 pumping stations spaced every 15 to 20 miles along the section of their pipeline within the GSU system.

"They (CPC) asked us if they could have calendar month billing for all 11 accounts," says Tom Stirling, administrator-industrial services, Beaumont. "They wanted to get all their bills earlier."

Stirling explains, "We installed solid state recorder devices at the different meter points that can be contacted by telephone wire. Now, we can get the billing data for the

calendar month the very next morning after the month ends."

Stirling says CPC was billed the second working day of the month for June and July. CPC in turn paid their bill via EFT on the fifth working day of the month. "Normally, we're just sending the bill out on the fifth day," says Stirling.

Whittington adds, "Previously, when the bill was submitted, we had to wait 11 or 12 days to get the check and then the bank would still have to collect on it. Here, we're getting the money about two weeks earlier."

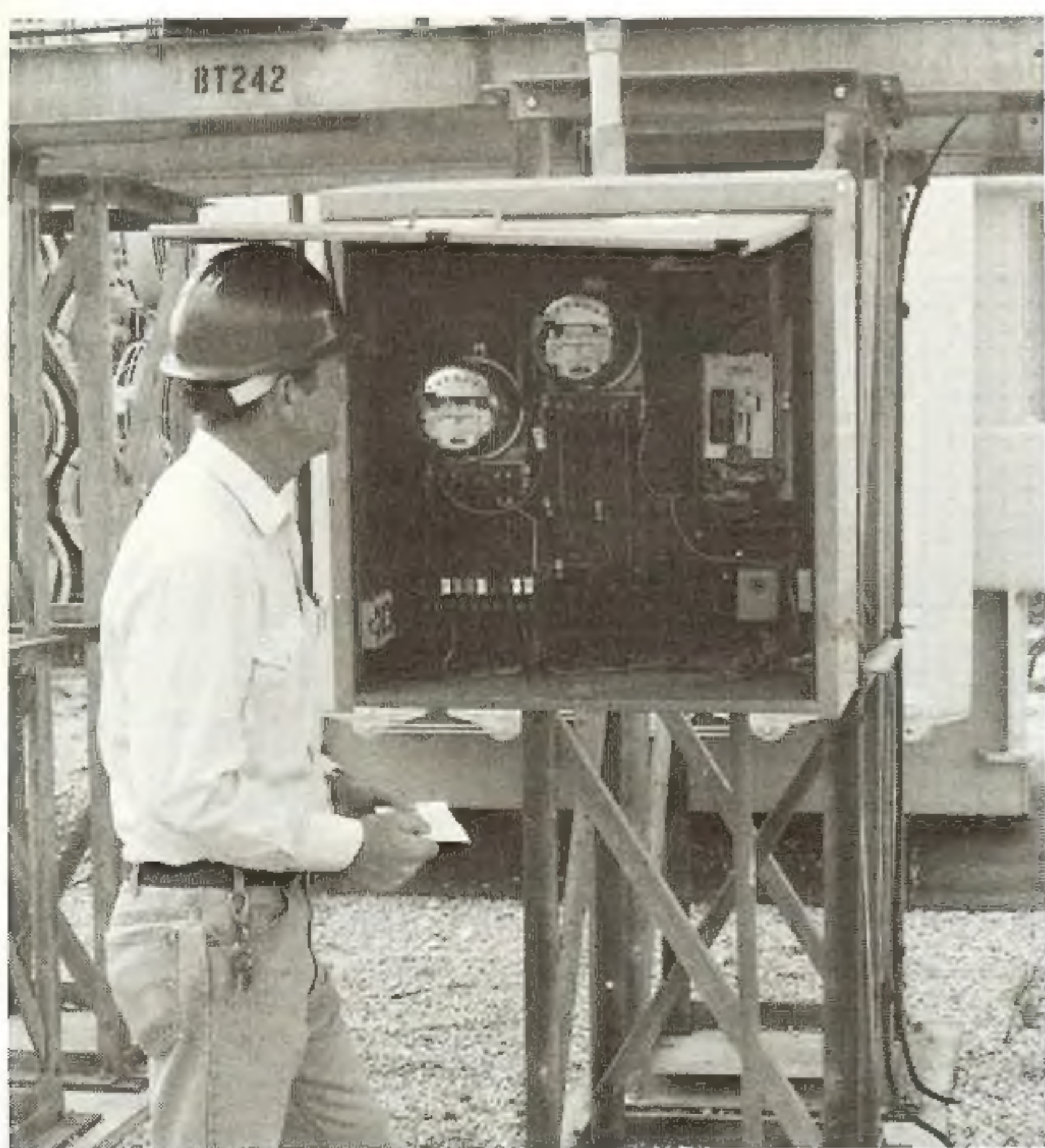
"It works out for both of us. They get calendar month billing and we get our payment earlier," concludes Stirling.

Whittington says ACH, even though it's been around for nearly 20 years, is still perceived as a new idea and is favored by the federal government. "In the relatively near future, all payments to and from the federal government will be done electronically, ultimately by ACH."

Whittington notes many grocery stores in the country are starting to use point-of-sale terminals that charge your account as you check out with your groceries. "ACH creates the possible scenario of a checkless society," says Whittington. "It's very possible, but it probably won't happen any time soon."



At one of the CPC meterpoints located at the Colbert Substation, Dale Jannise, utility foreman - meter, Beaumont, inspects the solid state recorder device he helped to install.



Jannise checks the meter at the Colonial Hebert Substation to make sure the reading is actually getting to the new recorder.

Senior Olympian goes for the gold

by Scott Harper

When one thinks of retirement, images of fishing, traveling and relaxing come to mind. There are a few cases, however, where National Olympic competition would be added to the list. One such case is Baton Rouge retiree Doug Latimer.

Latimer has been an active participant in Senior Olympics for the past six years. "I've been involved every year since they started doing it in Louisiana," says Latimer.

Latimer competes on the state and national level. On a recent trip to national competition in St. Louis, Mo., he placed 1st in archery, 2nd in horseshoes, 3rd in the javelin throw and 4th in shotput.

"The national games are made up of athletes who placed 1st, 2nd and 3rd on the state level," says Latimer. "There's quite a lot of competition."

Other events Latimer competes in include swimming, football toss and softball toss.

According to Latimer, competition requires diligent training. "You don't do well unless you train," says Latimer. "It's a matter of working out."

Latimer recently received the Bobby Cooper Memorial Award at the Louisiana Senior Olympics "Celebration of Athletes" reception last May. "I feel it's a very high honor. I'm overwhelmed," he says.

"They had to go through a good 1,500 people to get the winner. It was a huge surprise."

Besides Senior Olympics, Latimer is still very active in the alumni hockey game held at his college reunion every year at Michigan Tech University. "I'm real slow, but I can still stay on the ice," laughs Latimer.

Latimer says his secret to being fit is staying active. "All my life, I've done a lot of walking. I would always use the stairs rather than take the elevator when I worked in the North Boulevard building. I look for opportunities to use my muscles."



Latimer prepares to throw the shotput at the National Senior Olympic games in St. Louis, Mo.

What is Latimer's advice to others about being fit in senior years? "There are long-term benefits to practicing good health habits. The earlier you start, the better. If you eat nutritional food and work up a good sweat, the payoff is up the line 20 or 30 years."

Latimer gives one more piece of advice, "The best thing I ever did was to quit smoking in 1952. We didn't have the warnings that we do now, but I'm convinced there's not one good thing about smoking."

"It's all paid off for me. I'm still mobile and active."



Latimer was awarded the Louisiana Olympian of the Year and the Bobby Cooper Memorial Award. "I feel it's a high honor," says Latimer.

A real fish story

by Scott Harper

On July 8, it was hot. Very hot. Most people found things to do indoors and enjoyed the comfort of air conditioning and fans. But for several Port Arthur Division and Sabine Station employees and the children and staff of the Huguen Center for Physically Handicapped Children in Port Arthur, the heat couldn't stop the first annual Huguen Center fishing rodeo held at the SPARC club near Sabine Station.

"They (the children) had more fun than anything they have ever done before," says Huguen Center Director Susan Naquin. "They're still talking about it."

Reddy Volunteers at Sabine Station and Port Arthur Division

sponsored the fishing rodeo/cookout coordinated by Ron Martin, test technician-1st class, Sabine Station; Teresa George, PBX operator; and Joe Andrepont, meterman 1st class-T&D, both in Port Arthur. According to George, the whole idea began with Martin. "He, on his own initiative, wanted to treat the kids to a day out," she says.

"I got the idea of a picnic and fishing for the kids about a year ago," recalls Martin. "With the Reddy Volunteers program being organized, I felt like now was the time. So, I talked to Susan Naquin to see if this idea was feasible."

Naquin remembers, "Ron came to me with this idea and I said, 'It

sounds wonderful.' "

Martin then contacted George who in turn presented the idea at a safety meeting where Andrepont was present. "When Teresa mentioned it, I thought, 'Why not make it something special like a fishing rodeo with prizes,' " says Andrepont.

From there the three became the planning team for the rodeo. "It was very much a combined effort," says George.

The SPARC club supplied all the food for the cookout and Andrepont secured donations of rod-n-reels, bait, lures and other fishing gear from area businesses. "Joe was a big help getting all those items donated," says Martin.

As the children arrived that day, they were presented with their own fishing pole, bait and a GSU fishing cap complete with a lucky hook. At one point, the kids watched in amazement as a snake swam through the water.

"Most of the kids had never seen a live snake or a fish before," says Naquin. "This was a good learning experience because they were outside their regular environment."

Naquin says the outing was a good experience for Huguen Center staff as well. "Many times we'll go out and people will tend to stand back because they're a little hesitant to step in and do something

Scott Harper



Right, Dee Rutledge, storeroom assistant, Sabine Station, helps steady the line as Willie, center, takes a much-deserved refreshment break.

Scott Harper



Twenty-one children, assisted by GSU Reddy Volunteers, line up on the pier at the SPARC club and cast their lines.



hands on with the children. All the GSU people, even the young family members, went right up to these handicapped kids and dug right in. The staff was really impressed."

The Huguen Center operates like a school as the children are able to go home for holidays and the summer. However, some children have to stay year-round. "These kids have no place to go," says George.

"It's tough to stay here while everyone else goes home for the summer," says Naquin. "Thanks to the people of Gulf States, this rodeo made it possible for us to let the kids have something special for being here during the summer."

Naquin's appreciation goes beyond the rodeo and other gifts presented by employees. "It's the personal contact and the real spirit of giving that is so obvious. Everyone needs to feel special to someone else and the GSU employees have made these children feel very special."

Everyone agrees the rodeo was a big success. "It was a real fun day for everyone, the employees and their families, and the kids," says Martin. "I look forward to doing it again next year."

"It was worth all the work because it was for the kids," says Andrepont. "That's what it's all about."



Top left, Upon arrival, the children gather in the shade and receive their GSU fishing cap. Top right, the first catch of the day went to Brian who was helped by Carroll Fontenot, spouse of Donna Fontenot, clerk, Port Arthur. Above left, Joe Andrepont brings Becky to pick up her rod-n-reel. Above center right, Melinda shows off the door prize she won at the picnic. Above right, Huguen Center volunteer James McDuffie shares a conversation with Michelle about the day's activities.

Pilot program clears access

story by Mike Rodgers
photos by Joe Reine

The meter reader approaches the business office of a local firm, preparing to read the meter. He pauses to look over the area, then pushes slowly through a thick bush, moving aside thorny leaves which scratch his hands and arms. Gingerly pulling branches away from the meter, he records the numbers and walks on.

Problems such as this prompted Baton Rouge Division to create a pilot program to make the public aware of meter obstructions. "We



Bushes, shrubs and tree limbs blocking the meter, such as this, caused Baton Rouge Division employees to create the program.



Dianne Brandon identifies a meter obstruction at a house that may receive a letter as part of the pilot program.

want to give the customer the best possible service," says Dianne Brandon, supervisor-customer service, Baton Rouge. "When we have difficulty with access to meters, we can't always give the level of service we'd like to."

Leon Miller, meter security auditor, Baton Rouge, points to apartment complexes and offices where landscapers put Pampas grass, rose bushes and such along the walls. "They look pretty, but, when the years pass and they've grown, they can get in the way." Miller emphasizes most customers are simply unaware that a problem has developed. He recalls one instance when a meter reader had to put on boots to get through a sludge pond 18 inches deep. "Once we told the owner what was going on, he promised to put a walkway over the pond." Wasps nests are a common hazard in thick bushes, causing a meter reader to beat a hasty retreat when the angry insects object to being disturbed.

The pilot program involves informing customers of the difficulty. When a meter reader finds an obstructed meter, he issues a Meter Check Order (MCO). When Brandon receives the MCO, a letter is sent to the customer's address. The letter says in part, "... It has recently come to my attention that our meter readers are having difficulty reaching your meter to obtain

an accurate reading. To help prevent any unnecessary delay and inconvenience to you, we request that you remove any bushes/shrubs so we have ready access to your meter." If a meter can't be read, the reader makes an estimate.

Brandon is pleased with the results. Some 120 letters were sent early in July. About 60 problem areas were cleared up in short order. If nothing is done after 60 days, a phone call or personal visit will follow. "Most people are apologetic and want to take care of it for us," notes Brandon, adding, "We haven't received any negative feedback from customers."

Wayne Hiter, governmental accounts manager, Baton Rouge, is also pleased, calling the results so far "excellent." In the past, the only option was to send an employee to visit the customer. Now, a letter may take care of everything. Future plans call for a mainframe computer program that will automatically generate a letter to a customer when the meter reader issues an MCO. "We can be more productive, save money and give the customer special attention," he says.

NEWS BRIEFS



Scott Harper

Burt Duhon and Dr. Draper.

Community development earns award for Duhon

Burt Duhon, supervisor-consumer services, Lafayette, received the GSU Community Developer of the Year award from Dr. Linn Draper, company president and CEO, in Beaumont. Duhon, representing the community of Broussard, La., is a member of the Broussard Town Council, Broussard Economic Development Committee (BEDC), the Lafayette Area Wide Planning Commission, Council of Government and is the Lafayette District Municipal Affairs Administrator.

Through his work with the BEDC, he helped Broussard become one of the first certified cities in the Team City program and helped the committee produce an attractive marketing brochure. Duhon's business retention development activities include assistance in organizing the First Annual Broussard Business Appreciation Day in 1987 to salute area employers of Broussard's citizens.



Rhonda Walker, secretary, Beaumont, was surprised last April during Secretary's Week when she received two bouquets of red roses for being selected Secretary of the Year by a Beaumont radio station. On Wednesday of that week, Walker was named Secretary of the Day. On Friday, after the last secretary was chosen, the radio station selected Walker from the five winners during the week as Secretary of the Year. She was nominated by Tim Morris, assistant secretary, Beaumont.



Lisa Didier

Roderick Hewitt, a fifth-grader at Westminster Elementary School in Baton Rouge, received the GSU Baton Rouge Division Reddy Award during a ceremony held for graduating fifth-graders last May. Doug Watkins, vice president-Baton Rouge Division, presented a plaque for outstanding service to Hewitt, who was chosen by the fifth-grade teachers to receive the honor. The student selected to receive the award is one who shows care, concern, respect, loyalty and unselfish service to both his teachers and fellow students, says Shivaun Davis, nuclear communications coordinator. The Reddy Award is given annually to a graduating fifth-grader at Westminster as part of the company's involvement in the Adopt-A-School program. L to R, Watkins, Hewitt and Pris Gallagher, La. communications coordinator, as Reddy Killowatt.



Dennis Smith

David Brinson, A.I.A., architect for the Baton Rouge passive solar home project, took his show on the road in May. He spoke to a group of architects and builders at the Lake Charles Service Center. Brinson recounted how the project was organized and what new information was gained. The presentation demonstrated how a well-designed, all-electric home can be more cost effective than a gas home. Bob Mayo, marketing agent, Lake Charles, and Dennis Smith, marketing coordinator, Baton Rouge, coordinated the meeting and Annette Reeves, customer information coordinator, Lake Charles, gave a presentation on the Good Cents program.

SERVICE ANNIVERSARIES

July-August
1989

Service
Anniversaries

4 YEARS

William B. Linnehan
Plant Production
Lewis Creek
Charles D. Glass
Executive Department
Beaumont
Billy Lee Touns
Electric T&D
Beaumont

J. R. Wheeler
Plant Production
Neches Station
Joseph C. Amedee Jr.
Plant Production
Louisiana Station
Zalvia B. Jackson
Electric T&D
Baton Rouge

Theodore Matte
Electric T&D
Lake Charles
Horace L. Craig
Electric T&D
Port Arthur
John R. Kirkpatrick
Plant Production
Willow Glen
Thomas J. Arabie
Electric T&D
Lafayette
Fred D. Doucet
Plant Production
Nelson Station

Herbert E. Stein
Accounting Services
Beaumont
Claude E. Carter
Electric T&D
Beaumont
Ivory C. Lee
T&D Helper Crews
Beaumont
Phillip Guillory
Electric T&D
Baton Rouge

John H. Warner Jr.
T&D Helper Crews
Beaumont
Michael Manley
Electric T&D
Beaumont
David Coates
Gas Department
Baton Rouge
Martin L. Harrell III
Electric T&D
Beaumont
Jimmy L. Hubert
Electric T&D
Port Arthur
Martha F. Caldwell
Plant Production
Nelson Station
Jennifer M. Buhler
Division Accounting
Baton Rouge
George M. Davis Jr.
General Services
Baton Rouge

Joseph J. Delahoussaye
Power Interconnections
Beaumont
Anita L. Bankston
Division Accounting
Baton Rouge
Milton W. Franklin
Electric T&D
Baton Rouge
Jimmie L. Young
Electric T&D
Beaumont
Debra H. Landry
Electric T&D
Baton Rouge
Clearance Guidry
Electric T&D
Lake Charles
James R. Dubois
Electric T&D
Port Arthur
Glynn E. Lang
Computer Applications
Beaumont

Casey C. Little
Plant Production
River Bend
Clayton J. Dumond
Electric T&D
Lafayette
Bryant K. Block
Plant Production
Sabine Station
Jommy C. Holder
Human Resources
Beaumont

Annie B. Leigh
Office Services
Beaumont
Robert E. Guillory
Electric T&D
Beaumont
Rocky L. Melancon
Gas Department
Baton Rouge
Loyce T. Tullier
Gas Department
Baton Rouge
Connie S. Calfee
Customer Service
Conroe
Daniel J. Thibodeaux
Electric T&D
Lake Charles
Kimberly C. Freeman
Division Accounting
Port Arthur
Johnnie C. Carter Jr.
Electric T&D
Port Arthur
Carolyn M. Cronin
RBNG Quality Assurance
River Bend
Abdul J. Khan
RBNG Projects
River Bend
Keith A. Hanks
Plant Production
Sabine Station
Van G. Living
Electric T&D
The Woodlands
Alex McFadden Jr.
Electric T&D
Baton Rouge
James W. Fontenot
Plant Production
Willow Glen
Georgiana G. Touchet
Division Accounting
Baton Rouge

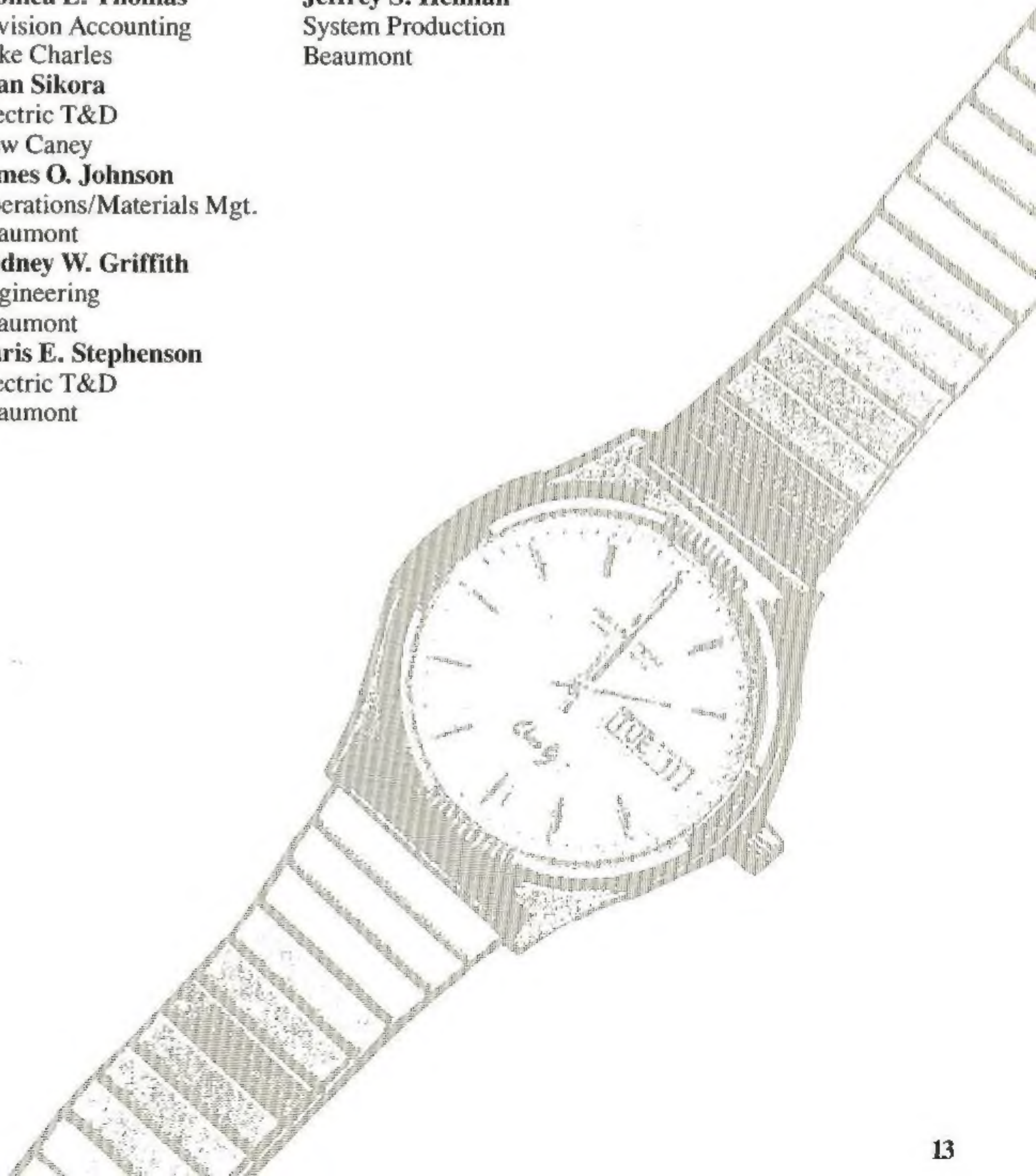
Virgil L. Pearl
System Production
Beaumont
Amanda C. Hornsby
Accounting Services
Beaumont
Aubry Foster
Engineering
Beaumont
Terry L. Jones
Electric T&D
Baton Rouge
Donald R. Panepinto
Electric T&D
Baton Rouge
Carl E. White
Electric T&D
Conroe
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Lake Charles
Donald B. Biven
Plant Production
Nelson Station
Warren J. Lejeune
Electric T&D
Jennings
Monica L. Thomas
Division Accounting
Lake Charles
Alan Sikora
Electric T&D
New Caney
James O. Johnson
Operations/Materials Mgt.
Beaumont
Rodney W. Griffith
Engineering
Beaumont
Chris E. Stephenson
Electric T&D
Beaumont

Karla S. Hatcher
Electric T&D
Conroe
Lloyd W. Suarez
Electric T&D
Lake Charles
Nalton L. Prejean
Plant Production
Nelson Coal
Iraj Hormozi
RBNG Projects
River Bend
Gary B. Newman
Plant Production
Sabine Station
Donny G. Davis
Electric T&D
Denham Springs
Donna C. Fancher
RBNG Administration
River Bend
Victoria R. Greer
Division Accounting
Baton Rouge
Jeffrey S. Heiman
System Production
Beaumont

Robert L. Clark
Division Accounting
Mid County
Tina P. Hunt
Division Accounting
New Caney
Regina C. Daniels
Division Accounting
Port Arthur
Charles C. Bui
Engineering Services
Beaumont
Carol C. Darville
Division Accounting
Gonzales



MAILBOX



Ella Brown

Delaune

Quick to respond

"I want to take this opportunity to commend your employees of the Denham Springs office," writes Judy J. Averette, Louisiana Business Forms, Inc., Denham Springs, La.

"On June 8, 1989, a tornado struck our city and totally destroyed our apartment and office building on River Road. Gulf States employees were quick to respond and immediately took precautions where the power lines dangled from their poles ... My congratulations to all of the employees of the GSU offices that responded to this emergency."

Devillier delighted

Carroll Devillier, Maringouin customer, writes to thank **Raymond Delaune** for his "professional and courteous help" in connecting service to her trailer.

"He is an asset to Gulf States and we appreciate his service. Thank you."

Delaune, district serviceman-1st class, is in Maringouin.

Throwing the lifeline

Winnie customer Katy Windsor found the roads to her house under water in the aftermath of Tropical Storm Allison. She writes to thank GSU for keeping the power on.

"Thank you so much for our continuous service through all the bad weather last week. We have electricity to run our house, well and septic system. Your company was a lifeline for us during this hard time."

Good Cents pays off

Terry Bordelon, Estherwood, La., customer, recently received his "Good Cents" certificate for his newly-completed home. He writes to thank **Darrell Goodwin**, senior district service representative, Jennings, for his assistance.

"You were able to provide me with a multitude of literature that helped me to plan many aspects of the construction before we started building. In fact one brochure on construction techniques appropriate for high heat and humidity areas, such as we have here, caused me to drastically change plans and avoid errors in construction. I am convinced the "Good Cents" program will result in major savings in the years to come."

Fair weather crews

"I would like to commend the men working for you in the Shepard area," writes Mrs. William G. Rudolph, Shepard customer, to the Cleveland office.

"... We called our neighbors and found they all had electricity. We have a pole on which we are the only ones. Even though we called late, the man (**Benny Kite**) was here after a short time. Last night we had to call and within half an hour, your men came and fixed it ... Two hours later it exploded again. This time 2 or 3 trucks came ... Even though it was bad times, pitch black on our land and with the lousy weather, these men remained extremely pleasant when speaking with us and one another. Thank you."

Hats off to Cleveland serviceman-1st class Kite and the Cleveland line crew.

GSU left clean

When Ron Kolb, president, The Wash Rack, Inc., New Waverly, noticed a newly-installed computer-controlled car wash dropping off line frequently and the manufacturer suspected a problem in the power supply, he contacted GSU.

"I was able to contact one of the GSU employees, **Wayne Pool**, and with his courteous and expeditious help, we were able to clear GSU of any implication in the problem. **Ray Mason** and **Kenneth Penny** entered the picture to help resolve the situation ... Thanks to these GSU employees, we were able to detect the source of the problem and "get the brushes turning." Please extend my sincere thanks to them. It is this type of representative that creates a favorable reputation for a company."

Pool is a serviceman-1st class in Huntsville, Mason is an engineer in Conroe and Penny is a consumer services representative senior in Huntsville.

Generator generosity

Denham Springs customer Mrs. W.C. Brown sent this thank you note to the attention of **Huey Stafford**, superintendent; **Bobby Allen**, lineman-1st class; **Donny Davis**, lineman-1st class; **Mark Lee**, lineman-1st class; and **Dwayne Scott**, lineman-2nd class, after tornadoes moved through the Denham Springs area.

"Thank all of you from the bottom of my heart for the use of the generator on June 8th and 9th. Since my husband is an invalid, this made things much easier. Without it, he could not have operated his hospital bed."



Allen and Smiley

Grateful in Geismar

"I would like to mention that it is a pleasure dealing with two of your employees," writes Mrs. Frank Kanatani, Geismar customer, to the Gonzales office.

"I have had occasion to work with two of them and they are always helpful, pleasant and eager to help. One is **Ina Smiley** and the other is **Tom Allen** who came out to check on a security light I was wanting to install. I wanted you to know that it is unusual to find employees like this and you should be proud of them. They are definitely an asset to your firm."

Smiley is customer contact clerk and Allen is senior district service representative, both of Gonzales.

Quick response

Dudley Clarke, general line supervisor, Lake Charles, received this letter of appreciation from **Russell Buckels**, production superintendent, Greater Lake Charles Water Co., Lake Charles.

"I would like to thank you and your staff for the assistance given during the power outage and low pressure situation we experienced recently at our G. H. West facility. Your quick response in this situation, and others in the past, is greatly appreciated."

Institute participation

"It was such a pleasure to participate in the McNeese/GSU Energy Education Institute this year," writes **Judy Mier**, community relations, Chemical Waste Management, Inc., Sulphur, La., to **Margaret Harris**, customer information coordinator, Lake Charles.

"This is a fine program with much of the credit belonging to you and **Doris Reed** (McNeese). I enjoyed the opportunity to work with both of you ... Thank you for the opportunity to be part of this program."

Safe contribution

"As Chairman of the Safety Council of Southeast Texas, I have been privileged to work with your employee," writes **Sylvia M. Weir, M.D.**, Area Medical Director, **Texaco Chemical Company**, Port Neches, Tx., about **Mike Durham**, manager-occupational health and safety, Beaumont.

"The enthusiasm, dedication and hard work directed toward the success of our project, 'SAFE KIDS,' can be attributed in large part to your employee. Many thanks for this contribution."



Mitchell

Promoting hope

Baton Rouge March of Dimes Executive Director Memrie McDonald and **Community Director II Livy Tucker** write to thank **Doug Watkins**, **Baton Rouge Division vice president**, for employee involvement in **Walk America**.

"We deeply appreciate **Gulf States'** involvement as a 1989 team and the hard work and efforts of **Russell Rousseau** and **Frank Canella** as the team captains ... Because of companies like **Gulf States**, Louisiana's babies are looking at the hope of achieving the unlimited potential that is promised by a healthy birth."

Rousseau is T&D helper, **Denham Springs** and Canella is lineman-1st class, **Baton Rouge**.

Star volunteerism

Clyde Mitchell, customer affairs coordinator, Lake Charles, received this thank you letter from **Millie S. Woodel**, executive director, **Calcasieu Council on Aging, Inc.**, Lake Charles:

"Volunteerism reached a very high pinnacle through you at the **Senior Citizens' Day** ... First and foremost, just the compassion and consideration that prompted the volunteering was commendable ... But the high-stepping, talented toe-tapping hijinks were the highlight of the day! This just adds a very shining star to the long list of the many ways you and **Gulf States Utilities** have been contributing your support and talents to us and the people whom we serve."

PLAIN TALKS

P. O. Box 2951
Beaumont, Texas 77704

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Scott Harper



The Edison Plaza parking lot "C" was home to more than just cars this past July and August. A night hawk made its nest in the middle of the parking lot. Sharon Odegar, section head-document preparation and distribution, Beaumont, was one of the first employees to notice the bird and made signs to protect the nest from being run over. For seven weeks, employees watched the mother bird protect her eggs, hatch two healthy chicks and care for them until they left. Camouflaged in the gravel, the two eggs can be seen in the upper right hand corner of the photo.